

Signal365 – Service Availability & SLA (Lightweight)

Version 1.0 – January 2026

1. Purpose of This Policy

This policy explains what level of availability you can reasonably expect from Signal365 and how we handle downtime.

It is intentionally lightweight and designed to set clear expectations without over-promising.

2. Service Availability

We aim to make Signal365 available on a continuous basis and to minimise disruption wherever possible.

However, Signal365 is provided on a best-efforts basis and availability is not guaranteed.

Availability may be affected by:

- Planned maintenance

- Emergency maintenance

- Issues with third-party services (including Microsoft 365, Azure, Stripe, or AI providers)

- Events outside our reasonable control

3. Planned Maintenance

From time to time, we may perform planned maintenance to:

- Apply updates or security patches

- Improve performance or reliability

- Introduce new features

Where practical, we will:

- Schedule maintenance outside typical UK business hours

Provide advance notice via the platform or email

4. Unplanned Outages

Unplanned outages may occur due to:

- Infrastructure failures

- Third-party service disruptions

- Security incidents

- Network or power issues

If an unplanned outage occurs, we will:

- Investigate and work to restore service as soon as reasonably possible

- Communicate status updates where appropriate

5. Dependencies on Third Parties

Signal365 relies on several third-party services to operate, including Microsoft 365 and cloud infrastructure providers.

We are not responsible for service interruptions caused by:

- Microsoft service outages or API limitations

- Failures of third-party platforms or integrations

- Changes made by third parties outside our control

6. No Guaranteed Uptime Percentage

Signal365 does not offer a guaranteed uptime percentage or service credits.

This policy does not constitute a formal Service Level Agreement with penalties or compensation.

7. Exclusions

This policy does not apply to:

- Issues caused by misuse of the service

Problems arising from customer configuration or access changes

Interruptions caused by force majeure events

8. Relationship to Other Policies

This policy should be read alongside:

Terms of Service

Support Policy

Security Policy

If there is any conflict, the Terms of Service take precedence.

9. Changes to This Policy

We may update this policy from time to time.

If changes are material, we will provide reasonable notice.

Continued use of Signal365 means you accept the updated policy.